

THE GREATER NEWARK HUD TENANTS' COALITION

944 BROAD STREET • NEWARK, NJ 07102

TEL.: 973-643-7711 • FAX: 973-643-0099

Organizers

Frank Hutchins
Nancy Zak

Staff

Bill Good
Juan Haro
Jeanette Miller
Frank Morris
Tashana Parrish

Building

Memberships

Aspen Riverpark
Aspen Stratford
Aspen Terrace
Brick Towers
Carmel Towers
Clinton Arms
Colonnades
Douglas Harrison
Essex Plaza
E.T. Bowser
First Chancellor
Fairview Homes
Garden Spire
Georgia King Village
Hallmark House
Hill Manor
Homes Court
New Hope Village
Overview Terrace
Pavilion Apts.
Pilgrim Baptist
Pomona Gardens
Seniors Manor
Shalom Towers
Spruce Spire
St. James Towers
Victory Gardens
Washington Dodd
2 West Kinney
6 Pomona
129 Chancellor
10 Nutman St.
Zion Towers

Confidential Tenant Survey

(compiled by the NAHT Inspection Task Force using the Texas Tenants Union Survey as a model)
12/9/94 Draft

Name of Property _____

1. How long have you lived at this property? _____ years _____ months
2. How would you describe your apartment at the time you moved in?
____ Great. Everything was ready and in good condition.
____ O.K. Some things were not in good condition.
____ Horrible. The apartment was not in good condition.
3. Is your apartment in good condition now? _____ Yes _____ No
4. When you ask for repairs, does the landlord respond promptly and courteously?
____ Yes _____ No
5. Are you ever afraid to ask for repairs or to raise other concerns with the manager?
____ Yes _____ No
6. a. Is there a member of the maintenance staff available after office hours in case of an emergency? _____ Yes _____ No
b. Is there a number to call in case of an emergency? _____ Yes _____ No
7. If you checked any major items on the attached "General Complaint Form," how long have they gone unrepaired? _____
8. Does the manager treat people fairly? _____ Yes _____ No
9. Have you ever been harassed by the manager or other apartment employees?
____ Yes _____ No
If Yes, what happened? _____
10. Has the management ever charged you for the repair or replacement of items which needed replacement due to normal wear and tear, or items that were broken due to reasons beyond your control?
____ Yes _____ No
If Yes, describe the items you were charged for: _____
11. Do you have access to the laundry facility and mailbox after 6:00 P.M.?
a) Laundry _____ Yes _____ No b) Mailbox _____ Yes _____ No
12. As of 1998, have you been receiving the "Residents Rights and Responsibilities" brochure upon recertification? _____ Yes _____ No
13. a) Do you feel confident that the maintenance staff, or any other third party who has access to your apartment, behaves in a professional manner when they enter your unit while you are not at home?

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If you answered No, please explain why: _____

b) Do you feel the quality of repairs is adequate? ____ Yes ____ No

c) Have you ever had to repeat a service order? ____ Yes ____ No

14. Is there crime at your apartment complex? ____ Yes ____ No

15. Is there any kind of security at your complex? ____ Yes ____ No

16. What security measures are taken at your complex now?

____ crime watch
____ walking security patrol part of the day or night ____ driving security patrol all day
____ fence around property ____ keyless dead bolt
____ fence with controlled access gate ____ Good outside lighting
____ driving security patrol for part of the day or night ____ Other: _____

17. Do you feel the security is adequate? ____ Yes ____ No

18. What security measures do you think are needed?

____ crime watch
____ walking security patrol part of the day or night ____ driving security patrol all day
____ fence around property ____ keyless dead bolt
____ fence with controlled access gate ____ Good outside lighting
____ driving security patrol for part of the day or night ____ Other: _____

How does the management react to suggestions about security? _____

19. Is there an organized tenant association at your complex? ____ Yes ____ No

20. Do you participate in the tenant association? ____ Yes ____ No

21. If Yes, have you ever felt harassed or retaliated against because of your involvement with the tenant association? ____ Yes ____ No

22. The last time you received a rent increase, were you informed in writing by management that you had the right to a 30 day comment period before the rent increase would be put into effect?
____ Yes ____ No

23. Is there a waiting list for transfers in your building? ____ Y ____ N

If you have requested a transfer, is the list being followed fairly and consistently? ____ Y ____ N

24. Is there a waiting list for vacant apartments? ____ Y ____ N

Is this list used fairly and consistently to fill vacancies? _____

25. Comments _____